Army Worldwide Food Service Workshop
16-17 June 2005
Atlantic City, New Jersey

Food Management Assistance Team Overview

Management Assistance Division

Agenda

- Review of FMAT Charter
- Current Trends & Challenges
- Questions and Answers

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FMAT Charter

- **Responsible for worldwide assessment of the Army Food Program.**
- **Provide senior food advisory assistance at the IMA-Region, MACOM, Installation, and dining facility level worldwide (CONUS and OCONUS locations).**
- **Support the Army in the field by providing Food Program assistance as required - both on-site and via video teleconference to commands and installations.**

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Chief, MAD

- CW3 Andrew Pisney, Chief, Management Assistance Division

Current FMAT Members

- Mr. H.T. Hill, Team Chief, Food Management Assistance Team
- SGM David Green, Chief, Food Program Ops NCO
- SFC Ashley Lloyd, Food Program Ops NCO
- Mr. Wardell Carey, Equip Specialist
- Mr. Eric Cowan, Equip Specialist

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What can we do to make a good food program better?

Current Trends, Challenges
&
Corrective Action

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Dining Facility Account Status:

- In some cases –accounts significantly overspent.
- ROS is sometimes used as substitute for good management

Corrective Action:

- Review menu planning process & Track cost.
- Briefing commanders on the necessity of staying within the allowable account tolerances, i.e. (+3/-10) and EOFY

Zero or underspent.

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Inventory Management:

- **Excessive inventory maintained in dining facilities.**
- **Inventory levels not always linked to actual production requirements.**
- **Significant quantities of products in stock that cannot produce actual meals.**
- **Significant quantities of breads, fresh fruits and vegetable lost to age.**

Corrective Action:

- **IMA/G4/FPM enforce stockage objectives standards based on policy guidance.**

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Food Preparation and Serving:

- Generally good, Menu Standards in-place ?
- Production Schedule vs Serving lines
- Progressive cooking/use of standard recipes.
- Lunch meal leftovers used as dinner main entrée.

Corrective Action:

- Become familiar with Menu Standards
- Review PS against serving lines
- Practice good lunch leftover management.

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Food protection/Sanitation:

- **Overall, generally satisfactory—exception is knowledge of emergency sanitizing procedures and new DFAs level of training**
  - **Improper serving temperatures.**
  - **Vets involvement, field residuals and PV deliveries**

Corrective Action:

- **Continuous training (solicit Vet, PM support, ACES website)**
  - Food Safety and Protection Certification Course
  - http://www.quartermaster.army.mil/dl/fspcc/
  - **Time/temperature discipline- drill the basics**
- **Concentrate on safe handling and use of leftovers.**
- **Read the books**

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Menu Standards:

- **Published in chapter 3, DA PAM 30-22--not always followed.**
  - **Mandatory standard for all army dining facilities.**

Corrective Action:

- **Menu standards, designed for Soldier's benefit, need to be incorporated when developing menus.**

- **FOS, Advisory personnel or QAE/COR need to ensure that standards are met during each meal.**

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:Use of Residuals

- Vet not required to inspect residual items prior to use in the DinFac (Mistake).
- Residuals not properly accounted for when received by DinFac.
- Residuals sometimes picked up in AFMIS, affecting Account Status.

Corrective Action:

- Develop SOP- Contact Vet immediately, prior to residuals going to DFAC or prepared for consumption.
- FPM should proportionally distribute subsistence among DFAC's.
- Quick incorporation of residuals into menu plan.
- Do not, please do not input to AFMIS.
- Must use DA Form 3234 for inventory.

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Dining Facility Utilization Rates:

- **Army target – 65 % utilization rate.**
- **Spatial differentiation hinders consolidation.**
- **Considerations that will create increases.**
  - **Review and act on DFAC council comments.**
  - **Adjust DFAC operation hours.**
  - **Promote use of branded products (front of house).**
  - **Provide take-out services.**
  - **Advertise/market your DFAC, i.e. specials meals, new products etc.**
  - **Become active in boss meetings.**
  - **Talk to diners.**

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Contracting operations:

- Are adequate services being provided?
- COR/QAE perform evaluations, objective, based on contract, QASP?
- New DFAs require initial training and follow-on training.
- Some PWS/QASP, developed without the use of the Prototype.
- FFS contractors purchasing large quantities pre-prepared items.

Corrective Action:

- Better contract preparation/PWS/QASP/modification.
  - Ensure all FS contracts conform to the DA prototype.
  - **IMAs should review/approve prior to solicitation.**
  - Use objective rather than subjective criteria to evaluate contractor.
  - Training (COR,QAE,) QAEs should have food operations background. COR- review QAE findings.
  - Contractor needs an active Quality Control Program.

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Subsistence Prime Vendor Program:

- Partnership program has lost focus.
- Distributor labels being pushed.
- Distributors trying to restrict product additions.
- Point of sale support offered grudgingly by vendors.
- Catalog/file maintenance problems noted weekly, i.e. price and unit of issue changes.

Corrective Action:

- DSCP formally restate the objectives of the partnership program to DOD community and vendors.
- Closer monitoring of catalog weekly updates by DSCP and IFPM.
- Work with PV military subsistence representative.
- Discuss problems at FPMB meetings and be willing to find a solution.

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Subsistence Prime Vendor Program (Cont):

- Success story- when management is pro-active and involved Installations and the PV are truly partners.
- maximum product variety is being provided.

Corrective Action:

- Proactive menu boards are imperative, Discuss problems and solutions
- Practices good receiving procedures, to include the treat of BIO Terrorism.
- Do not move the PV inventory to the DFAC _
- Be a smart shopper, Know what you want and what you are buying.

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Training:

- **Training Programs need to be more effective.**
  - **Formal on the job training programs, in many cases, are nonexistent or paper drills only.**
  - **#1 Problem is unfamiliarity with regulations as base line.**

Corrective Action:

- **FOS need to establish OJT Training Program and monitor its use.**
- **Food service advisory personnel need to ensure that their**

dining facility training programs are in use and effective.

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Dining Facility Management

- **DFAC MANAGEMENT TWO, THREE DEEP CONCEPT**
- **MENTORSHIP PROGRAM SENIORS TO JUNIORS**
- **Senior DFAC staff supporting FOS.**
- **Organization Command element supporting**

  DFAC FOS.

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Bottom Line

Only we, the food service community, can make a good food service program better.

FMAT's objective is to assist you in achieving and maintaining excellence in Army Food Service Operations

Contact us at:

andrew.pisney@us.army.mil DSN: 687-3374

htommy.hilljr@us.army.mil DSN: 687-3380

david.e.green@us.army.mil DSN: 687-3340

ashley.lloyd@lee.army.mil DSN: 687-4223

wardell.carey@us.army.mil DSN: 687-3450

eric.cowan@us.army.mil DSN: 687-3122

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Questions?